



City of Santa Clara

The Center of What's Possible

CIVIL SERVICE COMMISSION AGENDA

Monday, November 13, 2017 at 7:00 p.m.

City Hall Council Chambers

1500 Warburton Avenue

Santa Clara, CA 95050

- I. CALL TO ORDER/PLEDGE OF ALLEGIANCE
- II. SPECIAL ORDER OF BUSINESS:
 - A. CITY CALENDAR PHOTOGRAPH OF COMMISSION
- III. CONSENT CALENDAR
 - A. MEETING MINUTES of September 11, 2017.
 - B. CHANGE OF STATUS REPORTS for September and October 2017.
 - C. CURRENT RECRUITMENT ACTIVITY REPORTS for September and October 2017.
 - D. EXAMINATION REPORTS for September and October 2017.
- IV. ORAL COMMUNICATIONS – The law does not permit Commission Action on, or extended discussion of, any item not on the Agenda except under special circumstances. Note the instructions in the Agenda regarding Oral Communications.
- V. NEW BUSINESS
 - A. CONSIDER REQUEST to Abolish the Eligible List for Recreation Coordinator.
 - B. CONSIDER REQUEST to Modify the Recruitment Type for Senior Public Safety Dispatcher.
 - C. CONSIDER REQUEST to Change Title for Maintenance System Specialist to Utility Business Systems Specialist.
 - D. CONSIDER REQUEST to Modify Job Specification for Code Enforcement Officer.
 - E. CONSIDER REQUEST to Modify Job Specification for Utility Field Services Supervisor.

VI. INFORMATIONAL REPORTS

- A. Staff: Report for Information – Civil Service Commission Meeting Dates for 2018**
- B. Commissioners - Regarding Meetings or Conferences Attended (if any)**

VII. ADJOURNMENT – Adjourn to the next regular meeting of the Civil Service Commission at 7:00 p.m. on January 8, 2018.



City of Santa Clara
Civil Service Commission Minutes
September 11, 2017 at 7:00 PM
City Council Chambers

1500 Warburton Avenue

Santa Clara, CA

Present: Chairperson Mario Bouza, Vice-Chairperson Carolyn McAllister;
Commissioners Pat Staffelbach, Willie Brown and John Casey; Human
Resources Assistant Director, Julia Hill; Recording Secretary, Christine Heng;
Deputy City Attorney Diana Fazely.

I. ROUTINE ITEMS

A. CALL TO ORDER - PLEDGE OF ALLEGIANCE

Chairperson Mario Bouza called the meeting to order at 7:01 p.m., and led
the meeting in the Pledge of Allegiance.

II. CONSENT CALENDAR

**A. MINUTES OF JULY 10, 2017 CIVIL SERVICE COMMISSION
MEETING - There being no objections or changes.**

B. CHANGE OF STATUS REPORT for July and August, 2017.

**C. CURRENT RECRUITMENT ACTIVITY REPORT for
July and August, 2017.**

D. EXAMINATION REPORT for July and August, 2017.

MOTION by Commissioner Casey, seconded by Commissioner Brown, to
NOTE AND FILE Items II-A, II-B, II-C, and II-D.

MOTION carried, 5-0

III. ORAL COMMUNICATIONS – None

The law does not permit Commission Action on, or extended discussion of, any item not on the Agenda except under special circumstances. Note the instructions in the Agenda regarding Oral Communications.

IV. NEW BUSINESS

A. CONSIDER REQUEST to Waive Examination Process for Chief Storekeeper.

Ms. Hill explained that the Finance Department seeks approval to waive the examination process for Chief Storekeeper, which was a Closed/Promotional recruitment with examination weighting of 100% oral examination. The recent recruitment for Chief Storekeeper resulted in two qualified candidates. Waiving the oral examination will significantly reduce the amount of time and expense to fill the position. Furthermore, a waiver will allow the department to interview the candidates and determine if they possess the knowledge, skills, and abilities necessary to successfully perform the duties of the position.

Staff recommended the Civil Service Commission approve the request to waive the current examination process for Chief Storekeeper.

MOTION by Commissioner Brown, seconded by Vice-chairperson McAllister to waive the examination process for Chief Storekeeper.
MOTION carried, 4-0-1 (Commissioner Casey abstaining)

B. CONSIDER REQUEST to Abolish the Eligible List for Maintenance Worker I.

Ms. Hill explained that the current eligible list for Maintenance Worker I was established on March 31, 2017 and is scheduled to expire one year later on March 31, 2018. Attached are memoranda from the Deputy Director of Public Works and Deputy Parks and Recreation Director requesting to abolish the eligible list for Maintenance Worker I. The eligible list for Maintenance Worker I was originally comprised of seventeen (17) candidates. All of the eligible candidates have been interviewed or were waived being interviewed in the Department interview process. Eight (8) hires have been made, leaving eight (8) qualified candidates on the eligible list. The Public Works Department and Parks and Recreation Department have determined through departmental interviews the candidates remaining on the eligible list are not appropriate matches for the current vacancies.

Abolishing the eligible list will give an opportunity for other qualified candidates to apply, giving the City the opportunity to select from a more current applicant pool. No recommendations are proposed for the job specification, the examination weight weighing of 100% Performance Examination, or the recruitment type of Open/Competitive.

Staff recommended the Civil Service Commission approve the request to abolish the eligible list for Maintenance Worker I.

MOTION by Commissioner Casey, seconded by Commissioner Staffelbach, **to abolish the eligible list for Maintenance Worker I.**

MOTION carried, 5-0

C. **CONSIDER REQUEST** to Abolish the Eligible List for Associate Engineer (Civil).

Ms. Hill explained that the current eligible list for Associate Engineer (Civil) was established on December 20, 2016 and is scheduled to expire one year later on December 20, 2017. Attached is a memorandum from the Public Works Department requesting to abolish the eligible list for Associate Engineer (Civil). The eligible list for Associate Engineer (Civil) was originally comprised of eight (8) candidates. All of the eligible candidates were contacted to participate in the Department interview. Two (2) hires have been made and one candidate withdrew from the process, leaving five (5) candidates on the eligible list. The Public Works Department has determined through departmental interviews that the candidates remaining on the eligible list are not a fit for the current vacancies. Abolishing the eligible list will give an opportunity for other qualified candidates to apply, giving the City the opportunity to select from a more current applicant pool. No recommendations are proposed for the job specification or the recruitment type of Open/Competitive.

Staff recommended the Civil Service Commission approve the request to abolish the eligible list for Associate Engineer (Civil).

MOTION by Vice-chairperson McAllister, seconded by Commissioner Brown, **to abolish the eligible list for Associate Engineer (Civil).**

MOTION carried, 5-0

D. **CONSIDER REQUEST** to Modify the Examination Weighting for Associate Engineer (Civil).

Ms. Hill explained that the Public Works Department will soon conduct a recruitment for the position of Associate Engineer (Civil). The Public Works Department has submitted a memorandum requesting to change the exam weighting for Associate Engineer (Civil) from 50% Written and 50% Oral to 100% Oral Exam with a qualifying written examination. The Associate Engineer (Civil) classification requires candidates to have an Engineer in Training (E.I.T) certificate or Registration as a Civil Engineer in the State of California at the time of appointment. These are technically intensive eight hour examinations that would show a candidate's technical ability through a written exam. The oral examination includes all Knowledge, Skills and Abilities necessary for this position and will allow the panel to rate on all KSA's for their final score, including the candidate's communication skills and interpersonal skills which are important requirements for dealing with City employees and the public.

Staff recommended the Civil Service Commission approve the exam weighting change for Associate Engineer (Civil) to 100% Oral Examination with a qualifying Written Examination.

A commissioner asked if a candidate would need to already have the EIT certificate at the time of application and staff responded the EIT is required at the time of appointment.

MOTION by Vice-chairperson McAllister seconded by Commissioner Casey, to **modify the examination weighting for Associate Engineering (Civil).**

MOTION carried, 5-0

E. **CONSIDER REQUEST** to Abolish the Eligible List for Police Records Specialist II.

Ms. Hill explained that the current eligible list for Police Records Specialist II was established on May 11, 2017 and is scheduled to expire one year later on May 11, 2018. Attached is a memorandum from the Chief of Police requesting to abolish the eligible list for Police Records Specialist II. The eligible list for Police Records Specialist II was originally comprised of eleven (11) candidates. All of the eligible candidates were contacted to participate in the Department interview and background process. One (1) hire has been made and four (4) candidates were disqualified during the background process, leaving six (6) qualified candidates on the eligible list. The Police Department has determined through departmental interviews and/or the background process the candidates remaining on the eligible list are not

appropriate matches for the current vacancies. Abolishing the eligible list will give an opportunity for other qualified candidates to apply, giving the City the opportunity to select from a more current applicant pool. No recommendations are proposed for the job specification, the examination weight of Qualifying Written Examination and Performance Examination with 100% Oral Examination, or the recruitment type of Open/Promotional.

Staff recommended the Civil Service Commission approve the request to abolish the eligible list for Police Records Specialist II.

MOTION by Commissioner Brown, seconded by Commissioner Casey, to abolish the eligible list for Police Records Specialist II.

MOTION carried, 5-0

- F. **CONSIDER REQUEST** to Modify Job Specification for Police Records Specialist II.

Ms. Hill explained that the Police Department is anticipating an opening for the position of Police Records Specialist II. The job specification for Police Records Specialist II was last approved in March 2006. The Police Department reviewed and identified changes to the job specification. The Typical Duties section was changed to update the frequency of strip searches, as those occur on very rare occasions. The Knowledge, Skills, and Abilities section was updated to change the typing requirement to 30 words per minute, which is in line with the typing requirement for the other administrative positions within the Police Department. There are no recommended changes to the recruitment type (Open/Promotional) or examination weighting (100% Oral Examination with Qualifying Written and Performance).

Staff recommended the Civil Service Commission approve the modified job specification for Police Records Specialist II.

MOTION by Vice-chairperson McAllister, seconded by Commissioner Staffelbach, to modify job specification for Police Records Specialist II.

MOTION carried, 5-0

- G. **CONSIDER REQUEST** to Adopt Job Specification, Recruitment Type and Examination Weighting for Fire Protection Engineer.

Ms. Hill explained that the Fire Department has a new budgeted position for Fire Protection Engineer. This new classification was created as part of the

fiscal year 2016-2017 Budget and will be included in Unit 10. Attached is a memorandum from the Fire Chief requesting that the Commission approve the new job description for Fire Protection Engineer. The new job description reflects the duties the incumbents will be expected to perform in fire prevention, including complex reviews of plans and specifications for buildings, fire protection equipment, and industrial process. The Typical Duties and Knowledge, Skills, and Abilities sections demonstrate the technical knowledge and related abilities needed pertaining to fire protection and engineering. It is recommended that the recruitment type for Fire Protection Engineer be Open/Competitive. It is also recommended that the exam weighting for Fire Protection Engineer be 100% Oral.

Staff recommended the Civil Service Commission approve the proposed job specification for Fire Protection Engineer, and establish the recruitment type as Open/Competitive, with an examination weighting of 100% Oral.

Chairperson Bouza asked if the position will review contractual plans and performs inspection. Staff replied yes. Chairperson Bouza also asked if the position will have approval authority for contracts and staff replied no.

MOTION by Commissioner Casey, seconded by Commissioner Brown, to **adopt job specification, recruitment type and examination weighting for Fire Protection Engineer.**

MOTION carried, 5-0

H. **CONSIDER REQUEST** to Adopt Job Specification, Establish Recruitment Type, and Establish Examination Weighting for Fleet Coordinator.

Ms. Hill explained that the Public Works Department will soon conduct a recruitment to fill one vacancy for the position of Fleet Coordinator. This is a new classification created in the fiscal year 2017-2018 Budget. Attached is a memorandum from the Fleet Manager requesting that the Commission approve the new job description for Fleet Coordinator. A job analysis was conducted to determine the job duties and knowledge, skills, and abilities needed for the Fleet Coordinator classification. The new job description is reflective of the duties the incumbents will be expected to perform such as, maintaining compliance of policies and practices, cost accounting, inventory operations, fuel management, training, and data processing. It is recommended that the recruitment type for Fleet Coordinator be Open/Promotional. It is also recommended that the exam weighting for this classification be 100% Oral Examination. This will allow the department the

opportunity to evaluate the candidates' skills through a comprehensive interview.

Staff recommended the Civil Service Commission approve the proposed job specification for Fleet Coordinator, and establish the recruitment type as Open/Promotional, with an examination weighting of 100% Oral Examination.

MOTION by Commissioner Brown, seconded by Vice-chairperson McAllister, to adopt job specification, establish recruitment type, and establish examination weighting for Fleet Coordinator.

MOTION carried, 5-0

I. **CONSIDER REQUEST** to Modify Job Specification for Customer Service Representative.

Ms. Hill explained that the Finance Department will soon conduct a recruitment for the position of Customer Service Representative. The job specification for Customer Service Representative was last approved in May 2004. A job analysis was conducted to identify additions and changes to the job specification. The Distinguishing Characteristics section was updated to include handling difficult inquiries. Proposed changes to the Typical Duties section was updated to include items such as receiving, processing and auditing business tax certificates and license affidavits for completeness and accuracy, and processing petty cash including advances and reimbursements. The Knowledge, Skills and Abilities section was updated to include knowledge of computer applications (such as Microsoft Word, Access, Excel and PowerPoint), knowledge of office safety, practices, procedures and standards, ability to count cash and make change accurately, ability to perform basic arithmetic computations with speed and accuracy, and ability to recommend programs and services based on the customer's interest and needs. The job specification has also been updated to reflect the new standard job description format. There are no recommended changes to the examination weighting (100% Oral examination, Qualifying Written and Performance) or the recruitment type (Open/Competitive) for this classification.

Staff recommended the Civil Service Commission approve the modified job specification for Customer Service Representative.

A commissioner mentioned that the change in job specification provides clarity on the job function.

MOTION by Commissioner Casey, seconded by Vice-chairperson McAllister, **to modify job specification for Customer Service Representative.**

MOTION carried, 5-0

- J. **CONSIDER REQUEST** to Modify Job Specification for Senior Accounting Technician.

Ms. Hill explained that the Finance Department will soon conduct a recruitment to fill a Senior Accounting Technician vacancy. The job specification for Senior Accounting Technician was last revised January of 2008. A job analysis was conducted to identify additions and changes to the job specification. The minimum qualifications section updated the education and experience to include Finance or related field. The Typical Duties section was changed to reflect the current tasks this position would perform, such as serves as lead Accounting Technician, handles complaints and escalates problems, and researches and responds to inquiries regarding complex payroll issues. The Knowledge, Skills, and Abilities section was updated to include additional analytical skills, supervisory and leadership skills, and interpersonal skills. There are no recommended changes to the recruitment type (Open/Promotional) or examination weighting (100% Oral Examination and Qualifying Performance).

Staff recommended the Civil Service Commission approve the modified job specifications for Senior Accounting Technician.

MOTION by Vice-chairperson McAllister, seconded by Commissioner Brown, **to modify job specification for Senior Accounting Technician.**

MOTION carried, 5-0

- K. **CONSIDER REQUEST** to Modify Job Specification and Establish Recruitment Type and Examination Weighting for Code Enforcement Officer.

Ms. Hill explained that the Public Works Department will soon conduct a recruitment for the position of Code Enforcement Officer. The job specification for Code Enforcement Officer was last approved in October, 1987. A job analysis was conducted to identify additions and changes to the job specification. Proposed changes to the Minimum Qualifications section include an Associate's Degree in City or Urban Planning, Business Administration, Construction Technology, Environmental Science, or closely

related field and two (2) years of experience, one year of which must have been in a supervisory capacity. A Possible Substitutions section and a Desirable Qualifications section were added. The Licenses and/or Certificates section was updated to include a certification within the stormwater management field within twelve (12) months of appointment. A Distinguishing Characteristics section has been added to include support for the Community Development and Public Works Departments. The Typical Duties section was updated to include items such as issuing notices and citations and follow ups to ensure compliance. The Knowledge, Skills and Abilities section was updated to include items such as knowledge of City's municipal codes and zoning ordinance and ability to manage a caseload and resolve cases through the criminal or administrative process. The job specification has also been updated to reflect the new standard job description format. It is recommended that the recruitment type for Code Enforcement Officer be Open/Promotional for promotional opportunities. It is also recommended that the exam weighting for this classification be 100% Oral examination. This will allow departments the opportunity to evaluate the candidates' skills through a comprehensive interview.

Staff recommended the Civil Service Commission approve the modified job specification for Code Enforcement Officer, and establish the recruitment type as Open/Promotional, with an examination weighting of 100% Oral examination.

A commissioner asked if the position is non-sworn and staff replied yes.

MOTION by Vice-chairperson McAllister, seconded by Commissioner Casey, **to modify job specification and establish recruitment type and examination weighting for Code Enforcement Officer.**

MOTION carried, 5-0

L. CONSIDER REQUEST to Modify Job Specification and Exam Weighting for Account Clerk III.

Ms. Hill explained that the Electric Department will soon conduct a recruitment for the position of Account Clerk III. The job specification for Account Clerk III was last approved in June 1999. A job analysis was recently conducted to identify updates to the job specification. The job analysis revealed several additions needed to the typical tasks section of the job specification. Some additions include; maintains journals and ledgers of financial transactions, including revenue and expenditure accounts and maintains monthly budget status. Deletions were also made to the typical

tasks section to better reflect the current position. Some deletions include; schedules commercial utility accounts and deleting language that is not current to today's technology such as machine processing. The Knowledge, Skills and Abilities section was also updated to delete the ability to type from clear copy at a speed of not less than 25 words per minute. At the Account Clerk III level, this ability has already been achieved and would alleviate the need for a performance examination which is the submittal of a typing certificate. The department submitted a memo regarding the exam weighting and would like to modify the exam weighting from (Qualifying Performance/100%Written) to 100% Oral. The typing certificate is no longer needed which was the performance exam and an Oral Examination is a better exam tool at the Account Clerk III level. There are no recommended changes to the recruitment type (Open/Promotional).

Staff recommended the Civil Service Commission approve the modified job specification and the exam weighting change for Account Clerk III.

MOTION by Commissioner Brown, seconded by Commissioner Staffelbach, **to modify job specification and examination weighting for Account Clerk III.**

MOTION carried, 5-0

V. UNFINISHED BUSINESS – None

VI. INFORMATIONAL REPORTS

A. STAFF REPORTS -None

B. COMMISSIONERS REPORTS - None

VII.ADJOURNMENT

Chairperson Bouza **ADJOURN** the meeting at 7:42 p.m., until Monday, November 13, 2017, at 7:00 p.m., the next regularly scheduled meeting of the Civil Service Commission.

Respectfully submitted,



Julia Hill
Assistant Director of Human Resources

CITY OF SANTA CLARA CHANGE OF STATUS
MONTH OF SEPTEMBER 2017
AUGUST 27, 2017 - SEPTEMBER 23, 2017

ITEM III-B

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
Fire				
Bernardo, Nick	Driver/Engineer	Probationary/Promotion		9/10/17
Carter, Gail	Driver/Engineer	Probationary/Promotion		9/10/17
Quataroli, Guido	Driver/Engineer	Probationary/Promotion		9/10/17
Rose, Daniel	Driver/Engineer	Probationary/Promotion		9/10/17
Parks & Recreation				
Jimenez, Esteban	Ground Maintenance Worker II	Probationary/Promotion		8/27/17
Wieler, Grant Jr.	Ground Maintenance Worker III	Probationary/Promotion		8/27/17
Police				
Cruz, Victoria	Public Safety Dispatcher I		Resignation	9/7/17
Lawson, Shannon	Management Analyst		Retirement	9/15/17
Public Works				
Vithal, Mehal	Associate Engineer (Civil)		Resignation	9/18/17
Water & Sewer				
Leaman, Anthony	Equipment Operator	Probationary/Promotion		8/27/17
Beerman, Daniel	Management Analyst		Retirement	9/14/17

Appointments	Separations	
Probationary/Promotion	7.00	2.00
	Resignation	2.00
	Retirement	
MONTHLY TOTALS	7.00	4.00

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Director of Human Resources

Civil Service Commission

Assistant Director of Human Resources

Building Maintenance Foreperson

Network Computer Support Division Manager

Applications Manager - Unisys

Ingrid Miranda
Human Resources Management Analyst



**CITY OF SANTA CLARA CHANGE OF STATUS
MONTH OF OCTOBER 2017
SEPTEMBER 24, 2017 - OCTOBER 21, 2017**

ITEM III-B

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
City Manager's Office				
Pineda, Manuel	Assistant City Manager	Unclassified Appointment		10/2/17
Rossmann, Walter	Chief Operating Officer	Unclassified Appointment		10/2/17
Santana, Deanna	City Manager	Unclassified Appointment		10/2/17
Community Development				
Milton, Arianna	Customer Service Representative - Permit Center		Resignation	9/29/17
Electric				
Marks, Charles	Electric Utility Generation Technician		Resignation	10/5/17
Curren, Tera	Engineering Aide (Electric)	Probationary		10/10/17
Viray, Myke	Engineering Aide (Electric)	Probationary		10/10/17
Finance				
Bates, Anna Katrina	Customer Service Supervisor		Resignation	9/29/17
Blandford, Chris	Chief Storekeeper	Probationary/Promotion		10/8/17
Fire				
Perez, Aurelio	Driver/Engineer		Retirement	9/25/17
Estrada Valencia, Hugo	Firefighter I	Probationary		10/9/17
Ford, Nathan	Firefighter I	Probationary		10/9/17
Gladfelter, Chris	Firefighter I	Probationary		10/9/17
Mayeda-Taylor, Derrick	Firefighter I	Probationary		10/9/17
Perry, Robert	Firefighter I	Probationary		10/9/17
Sanchez-Palmada, Mireya	Firefighter I	Probationary		10/9/17
Vo, Trung	Firefighter I	Probationary		10/9/17
Weisthauser, Cameron	Firefighter I	Probationary		10/9/17
Willis, Samuel	Firefighter I	Probationary		10/9/17
Police				
Jimenez, Amanda	Police Officer	Probationary		9/25/17
Velasco, Hilda	Police Officer	Probationary		9/25/17
Cullner, Justin	Recruit Police Officer		Resignation	10/4/17
Boales, Raymond	Police Officer	Probationary/Promotion		10/8/17
Clay, Christine	Community Service Officer I	Probationary		10/16/17
Nielepko, Maximilian	Police Officer	Probationary		10/16/17
Palmer, Kimberly	Public Safety Dispatcher II	Probationary		10/16/17
Bell, Christopher	Police Officer		Retirement	10/19/17
Bonilla, Gina Marie	Recruit Police Officer	Probationary		10/19/17
Mine, Michael	Recruit Police Officer	Probationary		10/19/17

CITY OF SANTA CLARA CHANGE OF STATUS
MONTH OF OCTOBER 2017
SEPTEMBER 24, 2017 - OCTOBER 21, 2017

ITEM III-B

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
Police (continued)				
Rodriguez, Alyssa	Recruit Police Officer	Probationary		10/19/17
Schatz, Nicholas	Recruit Police Officer	Probationary		10/19/17
Triska, Mark	Recruit Police Officer	Probationary		10/19/17
Velasco, William	Recruit Police Officer	Probationary		10/19/17
Public Works				
Clark, Tanner	Street Maintenance Worker II	Probationary/Promotion		10/8/17
Nakamura, Kraig	Street Maintenance Worker III	Probationary/Promotion		10/8/17
Barba, Dominic	Mechanical Maintenance Worker	Probationary		10/10/17
Water & Sewer				
Dhakni, Eric	Code Enforcement Technician		Resignation	10/16/17

Appointments	Separations		
Probationary	23.00	Resignation	5.00
Probationary/Promotion	4.00	Retirement	2.00
Unclassified Appointment	3.00		
MONTHLY TOTALS	30.00		7.00

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Ingrid Miranda
Human Resources Management Analyst

Director of Human Resources
Civil Service Commission
Assistant Director of Human Resources
Building Maintenance Foreperson
Network Computer Support Division Manager
Applications Manager - Unisys

RECRUITMENT ACTIVITY REPORT

October 2017

Item III-C

Req #	Title	Department	Created
16171	Staff Aide I	Police	1/25/2017
16197	Police Records Specialist II	Police	11/15/2016
16198	Community Service Officer I	Police	11/15/2016
16210	Troubleshooter	Electric Utility	12/15/2016
17004	Park Maintenance & Operations Supervisor	Parks and Recreation	1/6/2017
17005	Park Maintenance and Operations Supervisor	Parks and Recreation	1/6/2017
17014	Office Specialist III	Parks and Recreation	1/20/2017
17015	Principal Engineering Aide - Civil	Public Works/Engineering	3/20/2017
17024	Electrical Estimator	Electric Utility	2/23/2017
17032	Accounting Technician II	Finance	3/8/2017
17040	Senior Engineering Aide	Electric Utility	3/23/2017
17047	Tree Trimmer II	Public Works/Streets Division	4/24/2017
17055	Office Specialist II	City Manager's Office	5/5/2017
17058	Crime Analyst	Police	5/16/2017
17060	Electric Helper/Driver	Electric Utility	5/25/2017
17063	Electric and Water System Operator	Electric Utility	6/1/2017
17064	Electric Utility Engineer	Electric Utility	6/2/2017
17065	Assistant Electric Utility Engineer	Electric Utility	6/19/2017
17066	Associate Engineer (Civil)	Public Works/Engineering	6/8/2017
17067	Customer Service Representative	Finance	6/19/2017
17069	Code Enforcement Officer	Public Works/Automotive Services	6/26/2017
17070	Automotive Technician I	Public Works/Automotive Services	6/19/2017
17071	Fleet Coordinator	Public Works/Automotive Services	10/2/2017
17074	Senior Materials Handler	Public Works/Automotive Services	6/19/2017
17075	Deputy Fire Marshal II	Fire	6/26/2017
17076	Deputy Fire Marshal I	Fire	6/19/2017
17077	Fire Protection Engineer	Fire	6/26/2017
17080	Staff Analyst I	City Council	6/23/2017
17082	Street Maintenance Worker I	Public Works/Streets Division	6/23/2017
17083	Electric Division Manager - Joint Action Comm	Electric Utility	6/23/2017
17084	Electric Division Manager-Market Analysis and	Electric Utility	6/23/2017
17085	Senior Energy Systems Analyst	Electric Utility	6/23/2017
17086	Associate Engineer (Civil)	Public Works/Engineering	6/26/2017
17087	Electric Utility Electrician	Electric Utility	6/29/2017
17089	Planning Manager	Community Development	6/29/2017
17092	Housing Development Officer	Community Development	7/13/2017
17096	Accounting Technician I	Finance	7/19/2017
17097	Senior Accounting Technician	Finance	7/19/2017
17098	Public Safety Dispatcher II	Police/Communications Division	9/5/2017
17100	Inspection Manager	Community Development	7/27/2017
17101	Senior Inspector	Community Development	7/27/2017

RECRUITMENT ACTIVITY REPORT

October 2017

Item III-C

POST	DUTY	DEPARTMENT	TESTED
17102	Combination Inspector	Community Development	7/27/2017
17103	Combination Inspector	Community Development	7/27/2017
17104	Senior Plans Examiner	Community Development	7/27/2017
17105	Plans Examiner	Community Development	7/27/2017
17106	Account Clerk III	Electric Utility	7/27/2017
17110	Electric Utility Programmer Analyst	Electric Utility	8/2/2017
17111	Fire Application Data Analyst	Fire	8/4/2017
17112	Utility Field Services Supervisor	Finance	8/4/2017
17113	Recreation Coordinator	Parks and Recreation	8/11/2017
17114	Recreation Specialist	Parks and Recreation	8/11/2017
17116	Firefighter I	Parks and Recreation	8/14/2017
17117	Utility Crew Supervisor	Water and Sewer Utilities	8/17/2017
17118	Water Service Technician I	Water and Sewer Utilities	8/18/2017
17121	Police Officer	Police	8/18/2017
17122	Police Officer	Police	8/18/2017
17123	Water & Sewer Maintenance Worker I	Water and Sewer Utilities	8/18/2017
17124	Public Safety Dispatcher I	Police/Communications Division	8/23/2017
17125	Police Lieutenant	Police	8/23/2017
17127	Street Maintenance Worker III	Public Works/Streets Division	9/6/2017
17128	Assistant Engineer (Civil)	Public Works/Engineering	9/11/2017
17129	Maintenance Systems Specialist	Water and Sewer Utilities	9/14/2017
17130	Office Specialist to the City Council	City Clerk/City Auditor's Office	9/15/2017
17131	Grounds Maintenance Worker I	Public Works/Streets Division	9/18/2017
17133	Code Enforcement Officer	Water and Sewer Utilities	9/22/2017
17134	Staff Aide I	Water and Sewer Utilities	9/22/2017
17137	Grounds Maintenance Worker II	Parks and Recreation	10/2/2017
17138	Customer Service Representative-Permit Cen	Community Development	9/29/2017
17139	Senior Engineering Aide	Water and Sewer Utilities	9/29/2017
17142	Office Specialist II	Parks and Recreation	10/3/2017
17144	Principal Planner	Community Development	10/3/2017
17146	Electric Program Manager	Electric Utility	10/6/2017
17151	Building/Housing Inspector	Community Development	10/17/2017
17152	Code Enforcement Technician	Water and Sewer Utilities	10/17/2017
17153	Management Analyst	Finance	10/18/2017
17154	Police Sergeant	Police	10/19/2017
17088	Electric Utility Electrician	Electric Utility	6/29/2017

RECRUITMENT ACTIVITY REPORT

September 2017

Item III-C

Job #	Title	Department	Posted
16171	Staff Aide I	Police	1/25/2017
16197	Police Records Specialist II	Police	11/15/2016
16198	Community Service Officer I	Police	11/15/2016
16210	Troubleshooter	Electric Utility	12/15/2016
17004	Park Maintenance & Operations Supervisor	Parks and Recreation	1/6/2017
17005	Park Maintenance and Operations Supervisor	Parks and Recreation	1/6/2017
17014	Office Specialist III	Parks and Recreation	1/20/2017
17015	Principal Engineering Aide - Civil	Public Works/Engineering	3/20/2017
17024	Electrical Estimator	Electric Utility	2/23/2017
17032	Accounting Technician II	Finance	3/8/2017
17040	Senior Engineering Aide	Electric Utility	3/23/2017
17047	Tree Trimmer II	Public Works/Streets Division	4/24/2017
17055	Office Specialist II	City Manager's Office	5/5/2017
17058	Crime Analyst	Police	5/16/2017
17060	Electric Helper/Driver	Electric Utility	5/25/2017
17063	Electric and Water System Operator	Electric Utility	6/1/2017
17064	Electric Utility Engineer	Electric Utility	6/2/2017
17065	Assistant Electric Utility Engineer	Electric Utility	6/19/2017
17066	Associate Engineer (Civil)	Public Works/Engineering	6/8/2017
17067	Customer Service Representative	Finance	6/19/2017
17069	Code Enforcement Officer	Public Works/Automotive Services	6/26/2017
17070	Automotive Technician I	Public Works/Automotive Services	6/19/2017
17074	Senior Materials Handler	Public Works/Automotive Services	6/19/2017
17075	Deputy Fire Marshal II	Fire	6/26/2017
17076	Deputy Fire Marshal I	Fire	6/19/2017
17077	Fire Protection Engineer	Fire	6/26/2017
17080	Staff Analyst I	City Council	6/23/2017
17082	Street Maintenance Worker I	Public Works/Streets Division	6/23/2017
17083	Electric Division Manager - Joint Action Comm	Electric Utility	6/23/2017
17084	Electric Division Manager-Market Analysis and	Electric Utility	6/23/2017
17085	Senior Energy Systems Analyst	Electric Utility	6/23/2017
17086	Associate Engineer (Civil)	Public Works/Engineering	6/26/2017
17087	Electric Utility Electrician	Electric Utility	6/29/2017
17089	Planning Manager	Community Development	6/29/2017
17092	Housing Development Officer	Community Development	7/13/2017
17096	Accounting Technician I	Finance	7/19/2017
17097	Senior Accounting Technician	Finance	7/19/2017
17098	Public Safety Dispatcher II	Police/Communications Division	9/5/2017
17100	Inspection Manager	Community Development	7/27/2017
17101	Senior Inspector	Community Development	7/27/2017
17102	Combination Inspector	Community Development	7/27/2017

RECRUITMENT ACTIVITY REPORT

September 2017

Item III-C

Job #	Title	Department	Start Date
17103	Combination Inspector	Community Development	7/27/2017
17104	Senior Plans Examiner	Community Development	7/27/2017
17105	Plans Examiner	Community Development	7/27/2017
17106	Account Clerk III	Electric Utility	7/27/2017
17110	Electric Utility Programmer Analyst	Electric Utility	8/2/2017
17111	Fire Application Data Analyst	Fire	8/4/2017
17112	Utility Field Services Supervisor	Finance	8/4/2017
17113	Recreation Coordinator	Parks and Recreation	8/11/2017
17114	Recreation Specialist	Parks and Recreation	8/11/2017
17116	Firefighter I	Parks and Recreation	8/14/2017
17117	Utility Crew Supervisor	Water and Sewer Utilities	8/17/2017
17118	Water Service Technician I	Water and Sewer Utilities	8/18/2017
17121	Police Officer	Police	8/18/2017
17122	Police Officer	Police	8/18/2017
17123	Water & Sewer Maintenance Worker I	Water and Sewer Utilities	8/18/2017
17124	Public Safety Dispatcher I	Police/Communications Division	8/23/2017
17125	Police Lieutenant	Police	8/23/2017
17127	Street Maintenance Worker III	Public Works/Streets Division	9/6/2017
17128	Assistant Engineer (Civil)	Public Works/Engineering	9/11/2017
17129	Maintenance Systems Specialist	Water and Sewer Utilities	9/14/2017
17130	Office Specialist to the City Council	City Clerk/City Auditor's Office	9/15/2017
17131	Grounds Maintenance Worker I	Public Works/Streets Division	9/18/2017
17133	Code Enforcement Officer	Water and Sewer Utilities	9/22/2017
17134	Staff Aide I	Water and Sewer Utilities	9/22/2017
17138	Customer Service Representative-Permit Cen	Community Development	9/29/2017
17139	Senior Engineering Aide	Water and Sewer Utilities	9/29/2017
17088	Electric Utility Electrician	Electric Utility	6/29/2017



**City of
Santa Clara**
The Center of What's Possible

Item III-D

Human Resources Department

Memorandum

Date: November 13, 2017

To: Civil Service Commission

From: Christine Heng, Human Resources Technician

Subject: Exam Review Report for September and October 2017

In the month of September, Commissioner Carolyn McAllister reviewed the written examinations for Principal Engineer Aide and Deputy Fire Marshall II; the oral examinations for Senior Inspector and Combination Inspector; and Commissioner Staffebach reviewed the oral examinations for Deputy Fire Marshall I, Deputy Fire Marshall II and Senior Plans Examiner; and the performance examination for Maintenance Worker I. In the month of October, Commissioner Staffebach reviewed the written examinations for Customer Service Representative and Combination Inspector; and the oral examinations for Senior Inspector, Fleet Coordinator, Principal Engineer Aide, Senior Engineering Aide, and Senior Energy Systems Analyst.

In the above cases, the examinations were found to be job-related and appropriate.

Christine Heng
Human Resources Technician

<p style="text-align: center;">AGENDA REPORT CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</p>

DATE: November 13, 2017

TO: Civil Service Commission

FROM: Director of Human Resources

SUBJECT: Request to Abolish the Eligible List for Recreation Coordinator

SUMMARY: The current eligible list for Recreation Coordinator was established on January 20, 2017 and is scheduled to expire one year later on January 20, 2018. Attached is a memorandum from the Recreation Manager requesting to abolish the eligible list for Recreation Coordinator.

The eligible list for Recreation Coordinator was originally comprised of six (6) candidates. All of the eligible candidates were contacted to participate in the Department interview. The Parks and Recreation Department has determined through departmental interviews that the candidates remaining on the eligible list are not appropriate matches for the current vacancies. Abolishing the eligible list will give an opportunity for other qualified candidates to apply, giving the City the opportunity to select from a more current applicant pool.

No recommendations are proposed for the job specification, the examination weight of Qualifying Written Examination and 100% Oral Examination, or the recruitment type of Open/Promotional.

RECOMMENDATION: Staff recommends the Civil Service Commission approve the request to abolish the eligible list for Recreation Coordinator.

PREPARED BY:



Corey Wilkins-Lee
HR Technician

APPROVED FOR CONTENT:



Julia Hill
Assistant Director of HR

APPROVED:



Elizabeth C. Brown
Director of Human Resources



**City of
Santa Clara**
The Center of What's Possible

Parks & Recreation
Memorandum

Date: September 12, 2017

To: Liz Brown, Director of Human Resources

From: Recreation Manager

Subject: Request to Abolish the Eligible List for Recreation Coordinator

The Parks and Recreation Department requests the current eligibility list for the Recreation Coordinator be abolished. This last recruitment was for a Recreation Coordinator for Sports and Aquatics. The Department hired one candidate from this list.

The Department now seeks a Recreation Coordinator for the Community Garden and Sustainability. This position is approved for a .75 FTE. The candidates on the eligibility list were not interested in this program area or a .75 FTE position.

The Department appreciates the effort made by the Human Resources Department to effectively generate an excellent list to meet the needs of Recreation.

Regards,

Kimberly Castro
Recreation Manager

cc: James Teixeira, Director of Parks and Recreation
Corey Lee, Human Resources

document2

AGENDA REPORT
CITY OF SANTA CLARA CIVIL SERVICE COMMISSION

DATE: November 13, 2017

TO: Civil Service Commission

FROM: Director of Human Resources

SUBJECT: Request to Modify Recruitment Type for Senior Public Safety Dispatcher

SUMMARY: The Police Department will soon conduct a recruitment to fill a current Senior Public Safety Dispatcher vacancy.

The Police Department recommends changing the recruitment type for Senior Public Safety Dispatcher from Open/Promotional to Closed/Promotional. Changing the recruitment type to Closed/Promotional would allow eight current employees the opportunity to compete for a promotion.

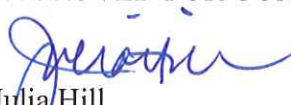
No changes are recommended to the examination weighting (100% Oral with a qualifying written) for this classification.

RECOMMENDATION: Staff recommends the Civil Service Commission approve the modification of the recruitment type to Closed/Promotional for Senior Public Safety Dispatcher.

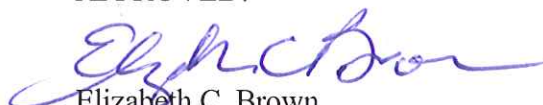
PREPARED BY:


Ada Chang
Management Analyst

APPROVED FOR CONTENT:


Julia Hill
HR Assistant Director

APPROVED:


Elizabeth C. Brown
Director of Human Resources

<p style="text-align: center;">AGENDA REPORT CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</p>

DATE: November 13, 2017

TO: Civil Service Commission

FROM: Director of Human Resources

SUBJECT: Request to Change Title for Maintenance System Specialist to Utility Business Systems Specialist

SUMMARY: The Water and Sewer Utilities Department submitted a requisition to fill a vacancy for the position of Maintenance System Specialist.

Attached you will find a memo from the Water and Sewer Utilities Department requesting that the title be changed to Utility Business Systems Specialist. This title change reflects the utility systems that this position will manage and maintain.

There are no recommended changes to the recruitment type (Open/Promotional) or the exam weighting (100% Oral).

RECOMMENDATION: Staff recommends the Civil Service Commission approve the title change for Maintenance System Specialist to Utility Business Systems Specialist.

PREPARED BY:



Vicki Sapp
Sr. HR Technician

APPROVED FOR CONTENT:



Julia Hill
HR Assistant Director

APPROVED:



Elizabeth C. Brown
Director of Human Resources



**City of
Santa Clara**
The Center of What's Possible

RECEIVED

OCT 17 2017

HUMAN RESOURCES DEPARTMENT
CITY OF SANTA CLARA

Water & Sewer Utilities

Memorandum

Date: October 16, 2017

To: Elizabeth Brown, Director of Human Resources

From: Gary Welling, Acting Director, Water & Sewer Utilities *GW*

Subject: Title Change Request – Maintenance System Specialist

The Water & Sewer Utilities recently submitted a hiring requisition to fill a vacancy for the position of Maintenance System Specialist. The Department is requesting that the title of this position be changed to Utility Business Systems Specialist. The new title will more closely reflect the intended duties, roles and responsibilities of the position and better meet the Department's ongoing needs.

The Water & Sewer Utilities intend to have this position assist not only with our Computerized Maintenance Management System (CMMS), but with all systems used to manage the business of our utilities. These systems may include, but are not limited to, the CMMS system, Advanced Metering Infrastructure (AMI), Geographic Information System (GIS), and Computer Aided Design-Drafting (CADD). Changing the title will better reflect the expectations of the Department as they relate to this position.

If you have any further questions, please direct them to me.

cc: Franz Mortensen, Utility Business Systems Manager
Department File

AGENDA REPORT
CITY OF SANTA CLARA CIVIL SERVICE COMMISSION

DATE: November 13, 2017

TO: Civil Service Commission

FROM: Director of Human Resources

SUBJECT: Request to Modify Job Specification for Code Enforcement Officer

SUMMARY: The Water and Sewer Utilities Department will soon conduct a recruitment for the position of Code Enforcement Officer. The job specification for Code Enforcement Officer was last approved in September, 2017. The Water and Sewer Utilities Department determined after that date that they have a hiring need for a Code Enforcement Officer.

A job analysis was conducted to identify additions and changes to the job specification for the Water and Sewer Utilities Department. Proposed additions to the Minimum Qualifications section include experience in industrial/commercial pretreatment inspections. The Licenses and/or Certificates section was updated to include a Grade II Environmental Compliance Inspector Certification within twelve (12) months, a desirable Water Distribution Operators Certification and a desirable Cross-Connection Control Program Specialist Certification. The Distinguishing Characteristics section has been added to include investigations in fats, oils and grease (FOG) source control and recycled water.

The Typical Duties section was updated to include duties incumbents in the Water and Sewer Utilities Department will be expected to perform such as, performing sampling of potable, recycled and waste water for various constituents. The Knowledge, Skills and Abilities section was updated to include Federal, State and local rules and regulations for water, wastewater and recycled water.

No changes are recommended for the examination weighting (100% Oral Examination) or the recruitment type (Open/Promotional).

RECOMMENDATION: Staff recommends the Civil Service Commission approve the modified job specification for Code Enforcement Officer.

PREPARED BY:



Christine Doan
HR Technician

APPROVED FOR CONTENT:



Julia Hill
Human Resources Assistant Director

APPROVED:



Elizabeth C. Brown
Director of Human Resources



Date: October 10, 2017

To: Elizabeth Brown, Director of Human Resources

From: Mike Vasquez, Water and Sewer Utilities Compliance Manager

Subject: Update of Code Enforcement Officer Job Specifications

The Water and Sewer Utilities has seen regulatory requirements on water, recycled water and sewer continually increase over time. In addition, beginning January of 2018 the City of San Jose will no longer be administering the Fats, Oils and Grease (FOG) program in Santa Clara, which is both required through the City's Sanitary Sewer Management Plan and essential for preventing sanitary sewer overflows in the City. With this increased workload, the Water and Sewer Utilities has identified the need for a Code Enforcement Officer within the Water and Sewer Compliance division.

The Code Enforcement Officer will play a vital role in the City's implementation of both the recycled water and FOG programs as well as investigation and enforcement of local, state and federal rules and regulations pertaining to water, recycled water and sewer. Given the Code Enforcement Officer position is new to the department, the Water and Sewer Utilities is requesting an update to the Code Enforcement Officer job specifications to include additional requirements and duties specific to the Water and Sewer Utilities.

cc: Gary Welling, Director of Water and Sewer Utilities

i:\water\memos\2017\4th quarter\code enforcement officer job specifications update.doc

LEGEND:

Additions

Deletions

Approved September, 2017

Proposed November, 2017

CITY OF SANTA CLARA, CALIFORNIA
CODE ENFORCEMENT OFFICER
(330)

EDUCATION AND EXPERIENCE

Minimum Requirements:

- An Associate's Degree in City or Urban Planning, Business Administration, Construction Technology, Environmental Science, or closely related field; and
- Two (2) years of experience in public contact work involving zoning administrative investigation, building inspection or investigation, *industrial/commercial pretreatment inspections*, or stormwater pollution control, one year of which must have been in a supervisory capacity.

Possible Substitutions:

- One (1) year of additional related experience may be substituted for each year, up to two years of the required education.

Desirable Qualifications:

- A Bachelor's Degree in City or Urban Planning, Business Administration, Construction Technology, Environmental Science, Sustainability, or closely related field is desirable.
- A Code Enforcement Officer Certification by the California Association of Code Enforcement Officers (CACEO) is desirable.

LICENSES AND/OR CERTIFICATES

- Possession of a valid California *Class C* driver's license is required at time of appointment and for the duration of employment.

For the Public Works Department:

- A recognized professional certification within the stormwater management field (QSP, QISP, CSM, CESSWI, CPESC, CPMSM, etc.) within twelve (12) months of appointment and for the duration of employment.

For the Water and Sewer Utilities Department:

- *A Grade II Environmental Compliance Inspector Certification issued by the California Water Environment Association within twelve (12) months of appointment and for the duration of employment.*
- *A Water Distribution Operators Certification from the State Water Resources Control Board is desirable.*

CODE ENFORCEMENT OFFICER (continued)

- *A Cross-Connection Control Program Specialist Certification from the American Water Works Association is desirable.*

DISTINGUISHING CHARACTERISTICS

An incumbent in this position will conduct investigations related to storm water pollution, *fats, oils and grease (FOG) source control, recycled water*, land use, buildings, zoning and related municipal codes and ordinances, to determine violations and gain compliance. The Code Enforcement Officer may be assigned to work in the Community Development Department, ~~or~~ the Public Works Department, *or the Water and Sewer Utilities Department.*

TYPICAL DUTIES

Duties may include, but are not limited to, the following: ~~Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.~~

For all departments:

- Conducts field surveys, inspections and investigations of land use, site and environmental conditions, or building construction
- Documents inspections, violations, actions and compliance
- Issues notices and citations and follows up to ensure compliance
- Answers questions and interprets ordinances, policies procedures and code enforcement concepts to assist applicants and general public
- Prepares record of deficiencies noted and compliance achieved
- Responds to complaints of zoning code violations or building code violations
- Prepares reports, maps, recommendations and other correspondence on code enforcement matters
- Coordinates actions with other City Departments, outside agencies and the public to identify and resolve code violation problems
- Establishes and maintain files and records related to citations and violations
- Supervises, trains and evaluates assigned staff
- Directs supporting activities of administrative and paraprofessional staff
- Prepares and presents public presentations and staff reports involving code enforcement
- Prepares and develops ordinances relating to code enforcement
- Represents the City in court actions related to enforcement
- Researches and prepares cases for prosecution; testifies at administrative hearings and/or in court; and assists with testimony of other staff witnesses

For the Community Development Department, ~~Duties also include:~~

- Performs final inspections to determine compliance with planning related conditions of approval on projects
- Reviews and makes recommendations on development proposals and plans in light of compliance with City standards, impact upon adjacent properties and public facilities, and design and landscape compatibility
- Coordinates with the Police Department on the Abandoned Vehicle Abatement Program

CODE ENFORCEMENT OFFICER (continued)

For the Water and Sewer Utilities Department:

- *Reviews development plans for recycled water projects and food service establishments and other facilities to determine compliance with applicable City, State and Federal rules and regulations*
- *Performs sampling of potable, recycled and waste water for various constituents*
- *Responds to City wastewater emergencies and sanitary sewer overflows*
- *Reviews sanitary sewer overflow reports submitted to the California Integrated Water Quality System (CIWQS) for accuracy and completeness*
- *Collects and preserves samples as evidence for legal proceedings*
- *Assists with the development of pollution prevention policies, practices, and outreach materials*
- *Inspects pretreatment systems, businesses and other facilities to ensure compliance with federal, state and local ordinances and regulations*
- *Investigates illegal discharges to the sanitary sewer system and storm drain system*
-

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

For all departments:

- City's municipal codes and zoning plans
- Field investigations and procedures
- Environmental and safety practices, procedures and standards
- Business report writing

For the Community Development Department:

- Planning requirements related to setbacks, buildings and sign heights
- Abandoned vehicle abatement program, citation procedures and code
- Building code provisions

For the Public Works Department:

- Storm drain and solid waste code provisions

For the Water and Sewer Utilities Department:

- *Federal, State and local rules and regulations for water, wastewater and recycled water*

Ability to:

For all departments:

- Respond to inquiries and complaints in a tactful and timely manner
- Exercise independent judgment and initiative with minimal supervision
- Communicate effectively, both orally and in writing

CODE ENFORCEMENT OFFICER (continued)

- Serve as liaison with planners, building inspectors, law enforcement aides, fire, police, attorneys and the general public on enforcement matters
- Prepare, maintain and update records, logs and reports
- Operate a mobile device/computer and applicable software such as a work order management system and Microsoft Office Suite
- Manage a caseload and resolve cases through the criminal or administrative process
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Work in a team-based environment and achieve common goals
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties

For the Community Development Department *and Water and Sewer Utilities Department*:

- Interpret site development plans, landscape plans and building construction plans
- Conduct extensive research of City and County records

For the Public Works Department:

- Interpret state mandated stormwater pollution prevention plans

SUPERVISION RECEIVED

Works under the general supervision of the Compliance Manager, Planning Manager, Principal Planner, Inspection Manager, Senior Inspector, or other supervisor as assigned.

SUPERVISION EXERCISED

Supervises Code Enforcement Technicians and others as assigned.

OTHER REQUIREMENTS

- May be required to occasionally work evenings and weekends.
- Must be able to perform all of the essential functions of the job assignment.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100.

CITY OF SANTA CLARA, CALIFORNIA
CODE ENFORCEMENT OFFICER
(330)

EDUCATION AND EXPERIENCE

Minimum Requirements:

- An Associate's Degree in City or Urban Planning, Business Administration, Construction Technology, Environmental Science, or closely related field; and
- Two (2) years of experience in public contact work involving zoning administrative investigation, building inspection or investigation, industrial/commercial pretreatment inspections, or stormwater pollution control, one year of which must have been in a supervisory capacity.

Possible Substitutions:

- One (1) year of additional related experience may be substituted for each year, up to two years of the required education.

Desirable Qualifications:

- A Bachelor's Degree in City or Urban Planning, Business Administration, Construction Technology, Environmental Science, Sustainability, or closely related field is desirable.
- A Code Enforcement Officer Certification by the California Association of Code Enforcement Officers (CACEO) is desirable.

LICENSES AND/OR CERTIFICATES

- Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

For the Public Works Department:

- A recognized professional certification within the stormwater management field (QSP, QISP, CSM, CESSWI, CPESC, CPMSM, etc.) within twelve (12) months of appointment and for the duration of employment.

For the Water and Sewer Utilities Department:

- A Grade II Environmental Compliance Inspector Certification issued by the California Water Environment Association within twelve (12) months of appointment and for the duration of employment.
- A Water Distribution Operators Certification from the State Water Resources Control Board is desirable.
- A Cross-Connection Control Program Specialist Certification from the American Water Works Association is desirable.

DISTINGUISHING CHARACTERISTICS

CODE ENFORCEMENT OFFICER (continued)

An incumbent in this position will conduct investigations related to storm water pollution, fats, oils and grease (FOG) source control, recycled water, land use, buildings, zoning and related municipal codes and ordinances, to determine violations and gain compliance. The Code Enforcement Officer may be assigned to work in the Community Development Department, the Public Works Department, or the Water and Sewer Utilities Department.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

For all departments:

- Conducts field surveys, inspections and investigations of land use, site and environmental conditions, or building construction
- Documents inspections, violations, actions and compliance
- Issues notices and citations and follows up to ensure compliance
- Answers questions and interprets ordinances, policies procedures and code enforcement concepts to assist applicants and general public
- Prepares record of deficiencies noted and compliance achieved
- Responds to complaints of zoning code violations or building code violations
- Prepares reports, maps, recommendations and other correspondence on code enforcement matters
- Coordinates actions with other City Departments, outside agencies and the public to identify and resolve code violation problems
- Establishes and maintain files and records related to citations and violations
- Supervises, trains and evaluates assigned staff
- Directs supporting activities of administrative and paraprofessional staff
- Prepares and presents public presentations and staff reports involving code enforcement
- Prepares and develops ordinances relating to code enforcement
- Represents the City in court actions related to enforcement
- Researches and prepares cases for prosecution; testifies at administrative hearings and/or in court; and assists with testimony of other staff witnesses

For the Community Development Department:

- Performs final inspections to determine compliance with planning related conditions of approval on projects
- Reviews and makes recommendations on development proposals and plans in light of compliance with City standards, impact upon adjacent properties and public facilities, and design and landscape compatibility
- Coordinates with the Police Department on the Abandoned Vehicle Abatement Program

For the Water and Sewer Utilities Department:

- Reviews development plans for recycled water projects and food service establishments and other facilities to determine compliance with applicable City, State and Federal rules and regulations
- Performs sampling of potable, recycled and waste water for various constituents
- Responds to City wastewater emergencies and sanitary sewer overflows

CODE ENFORCEMENT OFFICER (continued)

- Reviews sanitary sewer overflow reports submitted to the California Integrated Water Quality System (CIWQS) for accuracy and completeness
- Collects and preserves samples as evidence for legal proceedings
- Assists with the development of pollution prevention policies, practices, and outreach materials
- Inspects pretreatment systems, businesses and other facilities to ensure compliance with federal, state and local ordinances and regulations
- Investigates illegal discharges to the sanitary sewer system and storm drain system

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

For all departments:

- City's municipal codes and zoning plans
- Field investigations and procedures
- Environmental and safety practices, procedures and standards
- Business report writing

For the Community Development Department:

- Planning requirements related to setbacks, buildings and sign heights
- Abandoned vehicle abatement program, citation procedures and code
- Building code provisions

For the Public Works Department:

- Storm drain and solid waste code provisions

For the Water and Sewer Utilities Department:

- Federal, State and local rules and regulations for water, wastewater and recycled water

Ability to:

For all departments:

- Respond to inquiries and complaints in a tactful and timely manner
- Exercise independent judgment and initiative with minimal supervision
- Communicate effectively, both orally and in writing
- Serve as liaison with planners, building inspectors, law enforcement aides, fire, police, attorneys and the general public on enforcement matters
- Prepare, maintain and update records, logs and reports
- Operate a mobile device/computer and applicable software such as a work order management system and Microsoft Office Suite
- Manage a caseload and resolve cases through the criminal or administrative process
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Work in a team-based environment and achieve common goals
- Walk or stand for extended periods of time

CODE ENFORCEMENT OFFICER (continued)

- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties

For the Community Development Department and Water and Sewer Utilities Department:

- Interpret site development plans, landscape plans and building construction plans
- Conduct extensive research of City and County records

For the Public Works Department:

- Interpret state mandated stormwater pollution prevention plans

SUPERVISION RECEIVED

Works under the general supervision of the Compliance Manager, Planning Manager, Principal Planner, Inspection Manager, Senior Inspector, or other supervisor as assigned.

SUPERVISION EXERCISED

Supervises Code Enforcement Technicians and others as assigned.

OTHER REQUIREMENTS

- May be required to occasionally work evenings and weekends.
- Must be able to perform all of the essential functions of the job assignment.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100.

AGENDA REPORT
CITY OF SANTA CLARA CIVIL SERVICE COMMISSION

DATE: November 13, 2017

TO: Civil Service Commission

FROM: Director of Human Resources

SUBJECT: Request to Modify Job Specification for Utility Field Services Supervisor

SUMMARY: The Finance Department will soon conduct a recruitment for the position of Utility Field Services Supervisor. The job specification for Utility Field Services Supervisor was last approved in August, 1996.

A job analysis was conducted to identify additions and changes to the job specification for the Finance Department. Proposed additions to the Minimum Qualifications section include experience at the level of Utility Field Services Worker or equivalent. A Desirable Qualifications section was added to include supervisory experience. The Typical Duties section was changed to reflect the current tasks this position would perform, such as interpreting computer printouts and investigating causes of abnormally high or low meter readings. The Knowledge, Skills, and Abilities section was updated to include additional items such as utility and meter reading policies and procedures pertinent to Federal, State and local laws and regulations. The job specification has also been updated to reflect the new standard job description format.

No changes are recommended for the examination weighting (100% Oral Examination) or the recruitment type (Closed/Promotional).

RECOMMENDATION: Staff recommends the Civil Service Commission approve the modified job specification for Utility Field Services Supervisor.

PREPARED BY:



Christine Doan
HR Technician

APPROVED FOR CONTENT:



Julia Hill
Human Resources Assistant Director

APPROVED:



Elizabeth C. Brown
Director of Human Resources

NOV 02 2017



City of Santa Clara

The Center of What's Possible

HUMAN RESOURCES DEPARTMENT
CITY OF SANTA CLARA

Finance Department

Memorandum

Date: October 31, 2017

To: Director of Human Resources

From: Director of Finance

Subject: Request to Modify Job Specification for Utility Field Services Supervisor

During the 2017-18 budget cycle, the Finance Department was granted approval to add a Utility Field Services Supervisor to its organizational structure. The job specification for Utility Field Services Supervisor in its current form does not appropriately reflect typical tasks.

We recommend the following revisions for the Utility Field Services Supervisor job specification to include:

- Update "Education and Experience" to five (5) years of recent full time experience in a meter reading and meter field service environment, three years of which must have been at the level of Utility Field Services Worker or equivalent.
- Add "Desirable Qualifications" to indicate that supervisory experience is desired.
- Update "Typical Duties" section to include current utility field service best practices in accordance with departmental and City procedures.
- Update "Knowledge, Skills, and Abilities" to include principles and practices of customer service, work in a team-based environment and achieve common goals, maintain detailed and accurate records.

Thank you for your consideration.

Sincerely,

Angela Kraetsch
Acting Director of Finance

cc: Michelle Eglesia, Municipal Services Division Manager

LEGEND:

Additions

Deletions

Approved August, 1996

Proposed November, 2017

CITY OF SANTA CLARA, CALIFORNIA
UTILITY FIELD SERVICES SUPERVISOR
(896)

EDUCATION AND EXPERIENCE

• *Minimum Qualifications:*

- Graduation from high school or ~~its equivalent~~ *possession of a GED*; and
- ~~Five (5)~~ *Five (5)* years *of recent full time* experience in a meter reading and meter field service environment, three years of which must have been at the level of ~~Meter Reader~~ *Utility Field Services Worker* *or equivalent*.

Desirable Qualifications:

- *Supervisory experience is desired.*

LICENSE

Possession of a ~~n appropriate~~ valid California *Class C* driver's license is required *at time of appointment and for duration of employment*.

DISTINGUISHING CHARACTERISTICS

The Utility Field Services Supervisor is a *classified* supervisory position in the Municipal Services Division of the Finance Department which requires the frequent use of a high degree of independent judgment and interpretative ability related to a technical knowledge of meter reading and meter service techniques of electric and water meters. Under direct supervision of the Municipal Services Division Manager, the Utility Field Services Supervisor performs customer service field and office work involving setting up of new accounts, the collection, distribution, completion, and accounting for field service work orders and meter reads. Incumbents in this class are expected to supervise and provide guidance to clerical, meter reader, and field service personnel assigned to their work area.

TYPICAL TASKS/DUTIES

Duties may include, but are not limited to, the following:

Under general supervision:

- ~~Organizes, plans, and supervises the work activities of the Meter Readers, and meter Utility Field Service Workers, and other staff as assigned~~
- ~~Responds to internal and external customer inquiries; in a professional and effective manner in accordance with departmental and City procedures~~
- ~~Investigates and resolves complex customer complaints and service problems;~~
- ~~Coordinates interfacing with the utility billing office staff, including meter reading errors, access problems, and general customer-related issues regarding meter services; Performs field~~

UTILITY FIELD SERVICES SUPERVISOR (continued)

routing and assignment of new accounts including the billing account number and route sequence number

- *Interprets computer printouts and investigates causes of abnormally high or low meter readings*
- *Maintains City's "ring-out" procedure of new meter sets; Trains new meter readers to use hand-held meter reading devices and makes periodic field checks to assist personnel as necessary*
- *eCoordinates with the general public, law enforcement, outside agencies, other utilities and City other departments to correct such items such as, (but not limited to,) meter discrepancies, access problems, and meter tampering;*
- *Reviews and analyzes the meter reading routes organization structure and methodology for recommendations and implementation of route changes to ensure meet performance objectives are met and prevailing conditions*
- *Participates in budget preparation and administration*
- *Prepares and maintains records and forms, and reports to regulatory agencies*
- *Provides input to the Division Manager relevant to the performance evaluations of Meter Readers and Meter-Utility Field Reader Services Workers;*
- *Conducts electric and water service surveys*
- *evelops and modifies meter reading and field services training; and pPerforms other related duties as assigned.*

KNOWLEDGE, SKILLS, AND ABILITIES

~~Thorough~~ ~~K~~knowledge of:

- *Utility and meter reading policies and procedures pertinent to Federal, State and local laws and regulations*
- ~~eter reading and meter service work methods and procedures; and p~~Principles and practices of investigative methods in detecting meter tampering. ~~Knowledge of:~~
- ~~t~~The City's on-line billing system and meter reading system;
- City street names, locations; and geography
- *Principles and practices of customer service*
- *Cost estimating methods and budget administration*
- *Office and environmental safety practices, procedures and standards*

~~—~~Ability to:

- ~~e~~Effectively supervise the work of Meter Readers and ~~Meter-Reader~~ *Utility Field Services Workers; and*
- *Effectively handle multiple priorities, organize workload and meet strict deadlines*
- *Work in a team-based environment and achieve common goals*
- *Maintain detailed and accurate records*
- *Make simple arithmetic calculations*
- *Examine complex information and to derive solutions and recommendations for action*
- *Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general deal tactfully and courteously with the public and co-workers.*
- *Communicate effectively, both orally and in writing*
- *Operate a mobile device/computer and applicable software such as a work order management system and Microsoft Office Suite*

UTILITY FIELD SERVICES SUPERVISOR (continued)

- *Compose correspondence, memos and reports to customers, contractors and vendors*
- *Review and evaluate construction drawings, plans and maps to place new services on existing meter reading routes*
- *Walk or stand for extended periods of time*
- *Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties*
- *Perform physical labor including lifting up to 50 pounds of static weight*

SUPERVISION RECEIVED

Works under the general supervision of the Municipal Services Division Manager.

SUPERVISION EXERCISED

Supervises and trains Meter Readers and ~~Meter Reader~~ *Utility Field Services* Workers or other classifications as assigned.

OTHER REQUIREMENTS

- Must be able to perform all ~~of~~ the essential functions of the job assignment.
- *May be required to work unusual hours in emergency situations.*

CITY OF SANTA CLARA, CALIFORNIA
UTILITY FIELD SERVICES SUPERVISOR
(896)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Graduation from high school or possession of a GED; and
- Five (5) years of recent full time experience in a meter reading and meter field service environment, three years of which must have been at the level of Utility Field Services Worker or equivalent.

Desirable Qualifications:

- Supervisory experience is desired.

LICENSE

Possession of a valid California Class C driver's license is required at time of appointment and for duration of employment.

DISTINGUISHING CHARACTERISTICS

The Utility Field Services Supervisor is a classified supervisory position in the Municipal Services Division of the Finance Department which requires the frequent use of a high degree of independent judgment and interpretative ability related to a technical knowledge of meter reading and meter service techniques of electric and water meters. Under direct supervision of the Municipal Services Division Manager, the Utility Field Services Supervisor performs customer service field and office work involving setting up of new accounts, the collection, distribution, completion, and accounting for field service work orders and meter reads. Incumbents in this class are expected to supervise and provide guidance to clerical, meter reader, and field service personnel assigned to their work area.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Under general supervision:

- Organizes, plans, and supervises the work activities of the Meter Readers, Utility Field Service Worker, and other staff as assigned
- Responds to internal and external customer inquiries in a professional and effective manner in accordance with departmental and City procedures
- Investigates and resolves complex customer complaints and service problems
- Performs field routing and assignment of new accounts including the billing account number and route sequence number
- Interprets computer printouts and investigates causes of abnormally high or low meter readings
- Maintains City's "ring-out" procedure of new meter sets

UTILITY FIELD SERVICES SUPERVISOR (continued)

- Coordinates with the general public, law enforcement, outside agencies, other utilities and City departments to correct items such as, but not limited to, meter discrepancies, access problems and meter tampering
- Reviews and analyzes the meter reading routes organization structure and methodology to ensure performance objectives are met
- Participates in budget preparation and administration
- Prepares and maintains records and forms, and reports to regulatory agencies
- Provides input to the Division Manager relevant to the performance evaluations of Meter Readers and Utility Field Services Workers
- Conducts electric and water service surveys
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Utility and meter reading policies and procedures pertinent to Federal, State and local laws and regulations
- Principles and practices of investigative methods in detecting meter tampering
- The City's on-line billing system and meter reading system
- City street names, locations and geography
- Principles and practices of customer service
- Cost estimating methods and budget administration
- Office and environmental safety practices, procedures and standards

Ability to:

- Effectively supervise the work of Meter Readers and Utility Field Services Workers
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Work in a team-based environment and achieve common goals
- Maintain detailed and accurate records
- Make simple arithmetic calculations
- Examine complex information and to derive solutions and recommendations for action
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Communicate effectively, both orally and in writing
- Operate a mobile device/computer and applicable software such as a work order management system and Microsoft Office Suite
- Compose correspondence, memos and reports to customers, contractors and vendors
- Review and evaluate construction drawings, plans and maps to place new services on existing meter reading routes
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties
- Perform physical labor including lifting up to 50 pounds of static weight

SUPERVISION RECEIVED

Works under the general supervision of the Municipal Services Division Manager.

SUPERVISION EXERCISED

UTILITY FIELD SERVICES SUPERVISOR (continued)

Supervises and trains Meter Readers and Utility Field Services Workers or other classifications as assigned.

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment.
- May be required to work unusual hours in emergency situations.

<p style="text-align: center;">AGENDA REPORT CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</p>

DATE: November 13, 2017

TO: Civil Service Commission

FROM: Director of Human Resources

SUBJECT: Report for Information – Civil Service Commission Meeting Dates for 2018

SUMMARY:

The dates have been set for the Civil Service Commission meetings to be held in 2018. As always, these meetings fall on the second Monday of alternating months beginning in January.

The meeting dates are as follows:

January 8, 2018	July 9, 2018
March 12, 2018	September 17, 2018 (due to Admissions Day, September 10)
May 14, 2018	November 19, 2018 (due to Veteran's Day, November 12)

Also, we have reserved potential Board of Review dates on these days:

February 12 and 22, 2018	August 13, 2018
April 16 and 26, 2018	October 15 and 25, 2018
June 11 and 21, 2018	

PREPARED & REVIEWED BY:



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APPROVED:



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